

CAP Tel is definitely a service for Deaf/HH Consumers. This service will help Hard of Hearing or older citizens who are losing their hearing but not their speech as they age. This service will allow them to continue to be independent and also allow Hard of Hearing users in general who have good speech and some residual hearing to use the telephone without having to resort to the oft dreaded VCO method of Relay which boggles conversation down and takes a long time to complete. People really feel disjointed using the VCO system currently offered by Relay. By using Cap Tel a more 'normal' method of holding a conversation will occur and allow people to be more 'normal' less restricted to 'conventional' methods of using the phone including a third party (loss of confidentiality), or asking relatives, or using Relay (when u know you can speak but struggle to hear as all hearing aids do not always work well with telephones). I urge FCC To support CapTel in Oregon, California, VA, DC, NY, Washington, Arizona, to name a few states to assist in developing this captel.